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BRITISH COLUMBIA

MINISTRY OF LABOUR
(and Minister responsible for Gaming)

PERFORMANCE PLAN
2001/02 – 2003/04

THE GOVERNMENT OF BRITISH COLUMBIA IS AN "EMPLOYMENT EQUITY EMPLOYER"

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MINISTRY OF LABOUR STRATEGIC CONTEXT

Vision

Employees and employers working together to create workplaces that are safe, fair and productive, and that promote prosperity and dignity for both employers and employees. A stable, accountable, fair and responsible gaming industry where provincial gaming revenue is used for purposes which serve the public good.

Mission

Our mission is to work in partnership with employers and employees to promote workplaces that are fair, safe, productive and harmonious, in order to facilitate a quality working life. We also administer employment related legislation and policies to foster a strong economy and the social and economic well being of all British Columbians.

It is also our mission to provide strong leadership and direction in terms of the gaming legislative and policy framework; to coordinate policy and operational issues between the various government gaming agencies; to provide sound advice and recommendations on a broad regulatory structure for gaming in BC; and to maintain an awareness and research capacity concerning gaming issues. We also provide effective management of provincial gaming revenues and promote responsible gaming in BC.

Values

The Ministry of Labour is committed to implementing government policy and delivering effective services through a valued and skilled Ministry workforce in accordance with the following values:

- Integrity
- Fairness
- Efficiency
- Thoroughness
- Accountability
- Innovation
- Responsiveness
- Accuracy
- Effectiveness
- Timeliness
- Stability

Ministry Purposes

The purposes of the Ministry of Labour are:

- *To promote harmonious relationships between employers and workers.*
- *To ensure that workers enjoy basic standards of working conditions, compensation and a healthy, safe working environment.*
- *To promote the ability of workers to meet work, family and community responsibilities.*
- *To ensure that employment pension plans meet basic standards in providing retirement incomes for workers and retired persons.*
- *To promote entry level trades training and apprenticeship training to ensure British Columbians have the necessary skills to perform quality work.*
- *To support economic development and employment opportunities in BC.*
- *To promote compliance with regulatory frameworks intended to protect the rights and well being of workers.*
- *To work with all provincial gaming agencies and stakeholders to ensure an open, accountable and rigorous framework for responsible gaming in BC.*
- *To enhance and maintain public confidence in government's management of the gaming industry and to treat all sectors of the industry fairly.*
- *To ensure gaming in BC is undertaken responsibly.*

Current Challenges and Opportunities

Background:
There were almost two million people employed in BC in 2000. Of these, almost 355,000 worked for the public sector, over 1.2 million worked in the private sector, and approximately 360,000 were self-employed. About 600,000 of BC employees were members of trade unions in 2000.

Challenges facing the Ministry include:

Labour

- The changing nature of work in BC has resulted in job losses and closures in many traditional resource based sectors.
- Negative economic factors can have a great impact on the Ministry's ability to meet its goals due to their influence on matters affecting labour programs including the labour relations climate and the number of well paying jobs for British Columbians.
- The current skills shortage in BC has resulted in an increased need to ensure a dynamic, world-class industry training and apprenticeship system which contributes to the competitiveness of the British Columbia economy by ensuring a highly skilled and well-trained workforce for British Columbia.
- Finding a balance between the needs of employers to be competitive and to grow and create jobs, and the need of employees to have fair working conditions and appropriate compensation for their labour.

Gaming

- Maintaining stability in the gaming sector.
- Maintaining public and stakeholder confidence.
- Addressing the absence of a complete legislative framework.
- Improving the economic viability of bingo and horseracing.
- Harmonizing the competition for gaming revenue among sectors and stakeholders.
- Providing equitable treatment of various gaming interests.
- Addressing First Nations' interests in developing gaming opportunities.
- Effectively addressing negative social issues associated with gaming.

Opportunities for the Province related to the Ministry of Labour arise from:

Labour

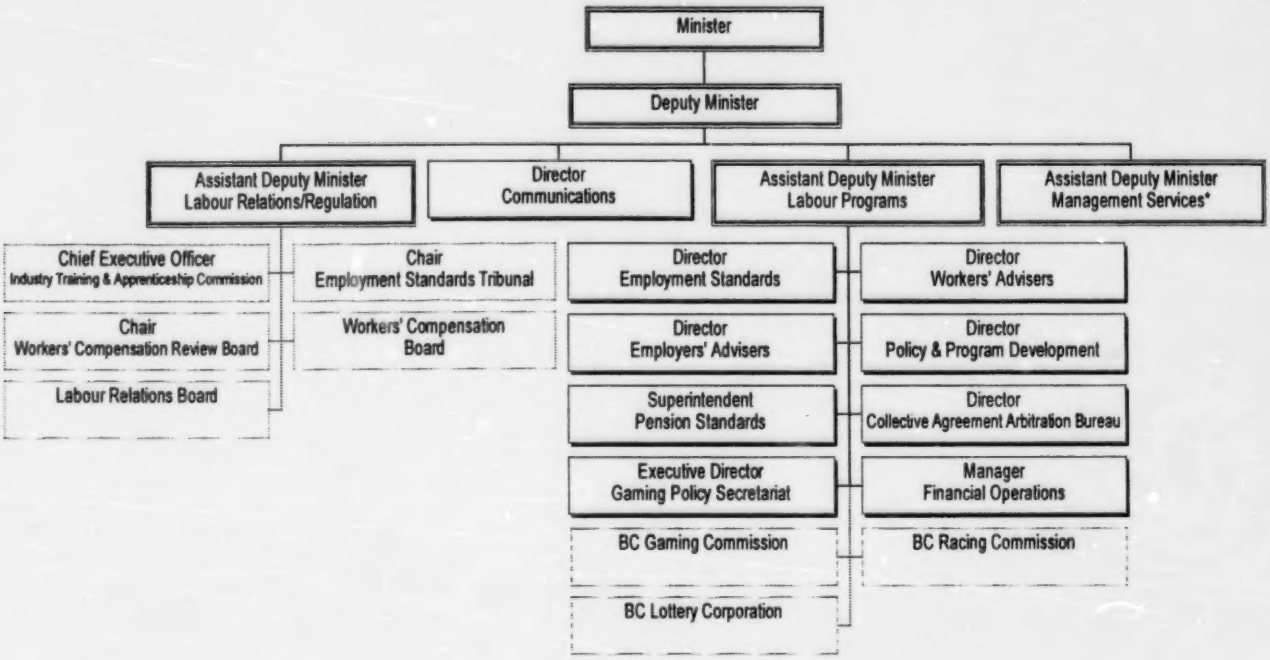
- The changing nature of work in BC has lead to expansion into non-traditional areas such as entertainment and technology.
- Positive economic factors promote an environment where businesses can grow and create jobs.
- Renewed commitment to working cooperatively with business and labour to enhance BC's ability to realize its economic potential.

Gaming

- Implementing gaming legislation.
- Maintaining rigorous gaming policy framework.
- Maintaining stability in the sector.
- Providing independent, transparent and accountable processes affiliated with gaming (e.g., casino and bingo hall relocations).
- Addressing cross-sector issues.
- Using revenue for purposes which serve the public good.
- Increasing support for initiatives addressing problem gambling issues.

MINISTRY ORGANIZATION

Ministry of Labour (February 2001)



** Located in the Ministry of Education and provides support to the Ministries of Labour, Education, Advanced Education, Training and Technology, and the Industry Training and Apprenticeship Commission.*

MINISTRY GOALS AND BUSINESS AREAS

Business Area: Workers' Compensation

The Workers' Compensation Board (WCB) is an independent agency that reports to the Minister of Labour through a Panel of Public Administrators. The WCB is responsible for administering the *Workers Compensation Act*, including developing and enforcing occupational health and safety regulations. While major objectives such as reducing the rate of workplace injury and days lost due to workplace accidents are more appropriately identified and measured by the WCB, there are some areas that the Ministry can contribute to the overall goal of healthy, safe and productive workplaces. The Ministry is able to contribute to this goal in meaningful ways through providing advisory services for workers and employers to assist them in working with the WCB on complex claim and appeal issues, as well as by developing legislation as required.

Goal – Appropriate and effective systems are in place to facilitate healthy, safe workplaces

Objectives	Strategies
Greater understanding of the workers' compensation system by employers and workers	• Making the worker and employer communities more knowledgeable and self reliant by providing information as well as education and training sessions
Employers are better able to manage the risks and consequences of workplace illness and injury	• Provide expert advice to employers through the Employers' Advisers Office • Support early resolution of issues and disputes thorough early intervention • Regionalize program service delivery to ensure equitable levels of service throughout the province
Injured workers receive useful advice, support and assistance in a timely manner	• Provide expert advice to injured workers, their dependents and their representatives through the Workers' Advisers Office • Support early resolution of issues and disputes through early intervention • Regionalize program service delivery to ensure equitable levels of service throughout the province

Objectives	Strategies
Effective legislation is in place	• Provide legislative and regulatory support to the WCB as they implement the new Occupational Health and Safety regulations and other service enhancement measures • Draft legislation as directed by Cabinet after Cabinet has fully reviewed and considered the final report of the Commission of Inquiry into the workers' compensation system, and on other issues as they arise

Business Area: Labour Standards and Labour Relations

The Ministry of Labour is responsible for the *Employment Standards Act*, which sets minimum standards of compensation and working conditions for all employees in BC. This Act is enforced by the Ministry's Employment Standards Branch.

The Ministry is also responsible for the *Labour Relations Code*, which governs all aspects of collective bargaining amongst the provincially regulated employers and employees to whom the Code applies. The Code also establishes the Labour Relations Board, which has exclusive jurisdiction to hear and determine applications and complaints under the Code and to make orders under the Code that it deems appropriate.

Through this legislation, as well as through targeted employment standards initiatives, the Ministry works to promote an environment where employers and employees can work together harmoniously; where workers rights are protected and businesses are able to grow and create jobs.

Goal – Harmonious relationships between employers and employees

Objectives	Strategies
Compliance with the *Employment Standards Act.*	• Making the worker and employer communities more knowledgeable and self reliant by providing information as well as education and training sessions. • Provide investigation and settlement services, and dispute resolution for employment standards complaints.

Objectives	Strategies
Workers are able to effectively balance work and family responsibilities.	• Make balancing work and family a consideration in all employment standards legislative and policy decisions. • Look at ways to ensure that industries can grow and create jobs while continuing to protect workers by listening to issues raised by employees and employers, and by monitoring initiatives in other jurisdictions.
Effective, efficient and accessible service to clients with employment standards questions and complaints.	• Promote early intervention where disputes between employers and employees are resolved prior to a formal compliant being filed with the Employment Standards Branch. • Ensure complaint files are dealt with in a timely and efficient manner. • Continue to send out bulletins and directives to investigative staff to ensure they are up to date on current issues that could affect the outcome of employment standards complaints.
An efficient, effective, accessible and independent appeal system (Employment Standards Tribunal) to resolve appeals of Employment Standards Branch determinations.	• Enhance accessibility to Tribunal proceedings through the web site and multi-lingual print information. • Issue consistent quality decisions in a timely manner. • Provide consistent quality recommendations on classes of persons to be excluded from the Act.
Harmonious relationships between employers and employees. Stability and fairness in labour relations in BC.	• Monitor discussions between the Labour Relations Board, organized labour, and Business regarding labour relations issues in BC, with a view to providing long term policy and legislative support. • Encourage and assist in the expedited resolution of disputes during the term of collective agreements.

Objectives	Strategies
Effective and efficient system for resolution of workplace disputes for workers and employers in a unionized environment. Minimize lost workdays due to unresolved grievance issues.	• Promote resolution of disputes through mediation prior to referral of matter to Arbitration. • Continue education of settlement officers with respect to both mediation techniques and applicable labour arbitration jurisprudence. • Ensure there is a sufficient pool of trained Labour Arbitrators to handle disputes not resolved through the grievance process or mediation, on an expedited basis. • Work with Collective Agreement Arbitration Bureau joint advisory committee, composed of representatives of labour, management and arbitrators, to ensure there is a positive attitude to resolving disputes in an expedited manner.

Business Area: Pension Standards

The Ministry's Pension Standards Branch administers the *Pension Benefits Standards Act* in the interests of BC pension plan members. The Branch ensures that all BC pension plans meet the minimum standards set out in the Act, and provides advice and information to pension plan members and plan administrators.

Goal – Retirement income security for British Columbians

Objectives	Strategies
Well managed, secure pension plans. Compliance of BC pension plans with the *Pension Benefits Standards Act* (PBSA).	• Regular consultation with the Pensions Advisory Council, made up of pension experts, for advice and expertise. • Review plans registered by the Superintendent thoroughly to ensure plans comply with the PBSA, which sets minimums standards for BC pension plans. • Provide expert advice and information to pension plan members and plan administrators.
Pension plan members and administrators receive expert advice and information in an efficient and effective manner.	• Continue to make efficient, effective service a priority.

Business Area: Industry Training and Apprenticeship

The Industry Training and Apprenticeship Commission (ITAC) is an arms-length agency of the provincial government, that was developed to enhance and expand industry training and apprenticeship programs. The Ministry of Labour and the Ministry of Advanced Education, Training and Technology have shared responsibility for ITAC. While the major objectives of the overall goal to achieve a successful industry-driven training and apprenticeship system are identified and reported on by ITAC, the Ministry of Labour contributes to ITAC's ability to meet its objectives by providing legislative and regulatory support.

Goal – Effective and appropriate support to the Industry Training and Apprenticeship Commission to allow it to achieve a successful, industry-driven training and apprenticeship system

Objectives	Strategies
Well developed legislation and regulations that allow ITAC to meet its objectives and fulfill its mandate.	• Work closely with ITAC in identifying legislative and regulatory needs. • Draft and develop legislation and regulations as required.

Business Area: Gaming

Goal – Ensure integrity in all aspects of legalized gaming in the province

Objectives	Strategies
Work with all provincial gaming agencies and stakeholders to maintain and improve public and stakeholder confidence in government's management of the gaming industry.	• Introduce and pass gaming legislation and enact relevant regulations. • Maintain a rigorous gaming policy framework. • Provide an integrated approach to the development of legislation, policies, procedures and compliance standards. • Effectively communicate policy development and implementation to the general public and stakeholders.
Work with all provincial gaming agencies and stakeholders to ensure independent, transparent and accountable gaming processes.	• Through consultation with key stakeholders, develop and implement independent and transparent decision-making processes. • Require all recipients of gaming revenue, including government, to report on what is done with revenue received.

Goal – To treat all sectors of gaming fairly

Objectives	Strategies
Work with all provincial gaming agencies and stakeholders to balance the interest of the public, charities, government and industry stakeholders with public expectations.	• Provide integrated approach to development of legislation, policies, procedures and compliance standards. • Continue commitment, through existing MOA with UBCM and charities, regarding gaming facility approvals and revenue sharing, including the funding guarantee to charities. • Continue commitment to the gaming facility relocation process as outlined in the Meekison report. • Conclude the RFP process for outstanding destination casinos. • Stabilize and improve the economic viability of bingo and horse racing. • Support government priorities by using gaming revenue for purposes that serve the public good.

Goal – To support government's commitment to responsible gaming

Objectives	Strategies
Work with all provincial gaming agencies and stakeholders to ensure access to responsible gaming opportunities.	• Continue 'no video lottery terminals' policy. • Ensure proposed changes to existing policy do not reduce participant's access opportunities. • Setting appropriate levels for the number of casinos in the province, the number of slot machines in casinos, electronic bingo, hours of operation. • Explore policy options for legislating/regulating Internet gaming.
Work with Adult Addiction Services, Ministry for Children and Families to promote responsible gaming behaviors and understanding of problem gambling issues.	• Monitor problem gaming and gaming associated crime trends in BC. • Identify potential negative impacts from gaming initiatives.

Objectives	Strategies
Work with Adult Addiction Services, Ministry for Children and Families to provide support for problem gaming initiatives.	• Assist in development of proactive approach to address the negative social impacts of gaming. • Liaise with other jurisdictions to identify emerging issues. • Support and provide input to research studies, including MCF 'Prevalence' study. • Explore possibility of establishing arms length research unit.

PERFORMANCE MEASURES

In developing performance measures, it is important to note that the Ministry's actions are seldom the determinative factor in the success of the Ministry's goals. For example, economic factors, such as the market prices in effect for BC's resources, interest rates, the health of the stock market and the value of the Canadian dollar will affect the labour relations climate, the enthusiasm of employers to provide safety and family-friendly measures in the workplaces and the health of pension plans more than the Ministry's planned initiatives. A specific Ministry initiative might be successful in isolation, but unable to affect a host of nationally or internationally driven factors.

With this caveat, the following indicators are provided to demonstrate some measure of the success in achievement of the Ministry's goals.

Goal: Appropriate and effective systems are in place to facilitate healthy, safe workplaces

Outcome: Healthy and safe workplaces.
Output: A reduction in the Workers' Compensation Board (WCB) all-industry injury and illness rate.

Output Indicator	1997	1998	1999	2000	2001 (target)	2002 (target)	2003 (target)
*WCB all-industry injury and illness rate	5.0	4.9	4.6	4.0	4.0	3.7	3.5

- *The "all-industry injury and illness rate" measures the number of time loss illnesses and injuries first paid in the year of injury per 100 person years of employment.*
- *The Workers' Compensation Board (WCB) is an independent agency under the auspices of the Ministry of Labour. This WCB indicator is provided as an easy reference to advise of progress toward a shared ministry goal. The WCB publishes an annual report, which explores BC occupational health and safety indicators in greater detail.*

Outcome: Effective employer education and advisory services to facilitate a fair workers' compensation system.
Output: Advisory services provided to employers by the Employers' Advisers Office.

Indicator	1997/98	1998/99	1999/00	2000/01 (est.)	2001/02 (target)	2002/03 (target)	2003/04 (target)
Office Inquiries	87,719	97,879	95,984	98,000	107,800	118,580	130,438
Submissions/ Hearings assisted with*	459	575	526	835	1,253	1,879	2,818
File Preparation	7,734	7,789	8,433	9,370	10,307	11,338	12,471

**Includes submissions and hearings related to WCB claims, appeals to the WCRB, appeals to the Appeal Divisions, appeals to the Medical Review Panel, and Sanction Penalties.*

Output: **Access to educational seminars for employers conducted by the Employer's Advisor's Office.**

Indicator	1996/97	1997/98	1998/99	1999/00	2000/01 (est.)	2001/02-2003/04 (target)
Educational seminars conducted by the Employers' Advisors Office	130	252	326	358	205	300 per year

Outcome: **Appropriate and effective education and assistance to workers, survivors and dependents to facilitate a fair workers compensation system.**

Output: **Effective delivery of services mandated under the *Workers Compensation Act* – advice, assistance, and representation in cases with merit.**

Indicator	1998/99	1999/00	2000/01 (est.)	2001/02 (target)	2002/03 (target)	2003/04 (target)
Number of inquiries to which the Workers Advisers' Office provided mandated services	92,457	98,689	151,100*	156,080	158,080	165,980
Number of submissions to WCB to secure early resolution of problems	541	612	675	743	818	895
Written and hearing submissions to all appeal bodies in cases with merit	903	915	919	965	1,061	1,085

* *Beginning in 2000/01 this figure also includes website inquiries*

Output: Educational modules for workers, their representatives, and other organizations to prevent unnecessary appeals and develop informed representatives.

Indicator	1998/99	1999/00	2000/01 (est.)	2001/02 (target)	2002/03 (target)	2003/04 (target)
Educational presentations provided to injured worker groups, unions, professional associations, constituency assistants, Ministerial assistants and other public groups.	32	34	33	48*	56	66

* *Beginning in 2001/02 the figures represent the number of modules presented to reflect new educational presentation format*

Goal: Harmonious relationships between employers and employees

Outcome: Harmonious relationships between Business and Labour.

Output: Ratio of work stoppage duration time to time worked by employees.

Indicator	1998	1999	2000	2001 (target)	2002 (target)	2003 (target)
Ratio of work stoppage duration time to time worked by employees	0.1	0.1	0.1	0.1 (maintain)	0.1 (maintain)	0.1 (maintain)

* *The Labour Relations Board (LRB) is an independent agency under the auspices of the Ministry of Labour. This indicator is provided as an easy reference to advise of progress toward a shared ministry goal. The LRB publishes an annual report that explores the status of BC labour relations in greater detail.*

Outcome: **A fair system of dispute resolution concerning wages and entitlements under the Employment Standards Act that offers opportunities for timely settlement of claims, as well as appropriate avenues of appeal.**

Output: **Number of claims settled voluntarily and by determination.**

(The indicators below show a "funnel" of how employment standards complaints are resolved, beginning with the most timely and least costly resolution (voluntary settlement), and working down to more complicated and time consuming cases.)

Indicator	1999/00	2000/01 (est.)	Target 01/02 - 03/04
Number of complaints received by the Employment Standards Branch (ESB) Received Assigned* Closed* *Assigned/Closed could also include those from previous fiscal year	 11,311 11,088 16,036	 11,526 11,829 12,507	To resolve as many complaints as possible at the "front end" of the funnel in order to achieve the most timely and cost effective resolution of claims for all involved.
Number of ESB complaints settled voluntarily	4309	4574	
Number of ESB determinations written Corporate Determinations Director's Determinations Penalty Determinations	 1609 520 951	 1,497 489 926	

Output: Timely appeal decisions which are final and binding

(The indicators below show a "funnel" of how employment standards appeals are resolved, beginning with the most timely and least costly resolution (informal settlement), and working down to more complicated and time consuming cases.)

Indicator	1999/00	2000/01 (est.)	2001/02 (target)	2002/03 (target)	2003/04 (target)
Appeals received by the Employment Standards Tribunal (EST)	810	813	934	934	934
Appeals closed	781	768	898	898	898
Reconsideration requests received	45	69	68	68	68
Reconsideration requests closed	31	69	69	69	69
Reconsiderations granted	2	7	7	7	7
% Appeals and reconsiderations settled/withdrawn	12%	12.2%	12%	12%	12%
Total decisions issues		659	771	771	771
Section 112 decisions issued	546	516	604	604	604
% determinations confirmed	63.19%	68.6%	69%	69%	69%
% determinations varied	15.02%	11.2%	11%	11%	11%
% determinations referred back	10.07%	11.4%	11%	11%	11%
% determinations cancelled	11.72%	8.7%	9%	9%	9%
Applications for judicial review:					
received	8	4	N/A	N/A	N/A
granted	0	0			

* *The Employment Standards Tribunal is an independent tribunal at arm's length from the Ministry, providing dispute resolution regarding the application and interpretation of the Employment Standards Act and the Skills Development and Fair Wage Act*

Outcome: Employers and employees have access to timely services regarding employment standards complaints.

Indicator (Outputs)	1999/00	2000/01	Target 01/02 - 03/04
Employment Standards Branch (ESB) Complaints Backlog *(also see link to resources in "Resources" section)*	N/A	512 to Feb 28/01	Maintain or reduce current levels.
Files are assigned to an ESB officer within 14 days of being filed (for offices with no backlog)	N/A	82%	90%
Files are concluded by ESB and go to determination within 90 days of being assigned to an officer	4,924	5,924	85%

Goal: Retirement income security for British Columbians

Outcome: Retirement income security

Indicator	1998/99	1999/00	2000/01	2001/02 (target)	2002/03 (target)	2003/04 (target)
Average Funded Ratio of Multi-Employer defined benefit pension plans (*assets divided by liabilities)*	.920	.947	.980	.983	.986	.989
Average Funded Ratio of Single Employer defined benefit pension plans (*assets divided by liabilities)*	1.113	1.145	1.293	1.237	1.183	1.131

The average funded ratio is an indicator of the aggregate financial health of BC pension plans. The funded ratio of pension plans is affected by many factors, including interest rates, investment markets, employment, and the decisions of pension plan administrators. The funded ratio is beyond the direct control of the Pension Standards Branch. However, if the average funded ratio declines, it is a signal to the Pension

Standards Branch to increase monitoring efforts, and intervene where there might be pension plans that are not complying with the funding rules in the legislation.

The targets are based on the economic and other assumptions commonly used in the actuarial valuation reports of these plans.

Goal: Effective and appropriate support to the Industry Training and Apprenticeship Commission to allow it to achieve a successful, industry driven training and apprenticeship system

Outcome: Accessible industry-driven training and apprenticeship programs

Indicator	1999/00	2000/01 (est.)	2001/02 (target)	2002/03 (target)	2003/04 (target)
*Number of training spaces created	23,000	25,687	29,026	34,401	41,876

* *The Industry Training and Apprenticeship Commission is an independent agency under the auspices of the Ministry of Labour and the Ministry of Advanced Education Training and Technology. These indicators are provided as easy reference to advise of progress toward shared ministry goals. ITAC publishes an annual report that explores the status of BC apprenticeship programs in greater detail.*

Goal: Effective, accountable and responsible provincial gaming policies

Outcome: Effective use of BC gaming revenue

Indicator	1997/98	1998/99	1999/00	2000/01	2001/02 (target)	2002/03 (target)	2003/04 (target)
Percentage of gross gaming revenue directed to the public good*	34%	30%	41%	40%	41%	42%	43%

*Includes gaming proceeds directed to charities, municipalities, and regulatory agencies. The remaining proceeds go to prizes, the cost of operating gaming activities, or various gaming service providers.

While the amounts are generally calculated based on gross gaming activity in the province, casino revenues are net of prizes.

LINK TO GOVERNMENT DIRECTION

Growing and Diversifying the Economy

Goals – Appropriate and effective systems are in place to facilitate healthy, safe workplaces
– Harmonious relationships between employers and employees

- A healthy, safe work environment and harmonious relationships between employers and employees can contribute to well functioning, productive workplaces and the economic viability of businesses and job creation.

- Promoting compliance with regulatory frameworks helps create a level playing field for all employers contributing to fair market competition and a stronger economy.

Goal – Effective, accountable and responsible provincial gaming policies

- Revenue and jobs are created from responsible gaming in BC.

Expanding Educational Opportunities

Goal – Effective and appropriate support to the Industry Training and Apprenticeship Commission to allow them to achieve a successful, industry driven training and apprenticeship system

- Supporting ITAC will help enable it to create an industry training and apprenticeship system that is relevant, accessible, and responsive to industry needs and priorities.

Goal – Effective, accountable and responsible provincial gaming policies

- Government's share of gaming revenue directed to support government priorities including education.

Keeping People Healthy

Goals – Appropriate and effective systems are in place to facilitate healthy, safe workplaces
– Harmonious relationships between employers and employees

- A healthy, safe work environment and harmonious relationships between employers and employees can contribute to well functioning, productive workplaces which can reduce stress and positively affect the overall health of workers and their families.

Goal – Retirement income security for British Columbians

- Retirees receiving adequate pensions are less likely to have economic stresses and will be better able to maintain their health and independence than retirees living in poverty and will be less likely to make as many demands on the provincial health care system.

Goal – Effective, accountable and responsible provincial gaming policies

- Government's share of gaming revenue directed to support government priorities including health care.

- Working in cooperation with Adult Addiction Services, of the Ministry for Children and Families to monitor problem gambling trends in BC. Identifying potential impacts from gaming initiatives, taking a proactive approach to address the problems of gambling addiction that can affect the overall health and well being of those addicted and their families.

Supporting Today's Families

Goals – Appropriate and effective systems are in place to facilitate healthy, safe workplaces
– Harmonious relationships between employers and employees
– Retirement income security for British Columbians

- These goals promote safety, balance and security for workers, and an environment where businesses can grow and create jobs. The overall effects of these goals can contribute to an environment where workers are better able to balance work and family responsibilities, and have more time to engage in the life of their community.

Goal – Effective, accountable and responsible provincial gaming policies

- Help support communities through the distribution of revenues from community and destination casino revenues to host local governments as set out in the Memorandums of Agreement, and through the distribution of charitable gaming revenues from the licensed and direct access programs administered by the BC Gaming Commission.

Open, accessible, transparent government

Goal – Effective, accountable and responsible provincial gaming policies

- Open accessible, transparent and independent decision-making processes used to stabilize the gaming sector.

RESOURCE PLAN

Backlog reduction plan

Business Area: Labour Standards and Labour Relations **Specific Program Area:** Employment Standards Branch **Associated Goal:** Harmonious relationships between employers and employees **Associated Objectives:** Effective and accessible service to clients with employment standards questions and complaints			
Dollars	11,239,000	11,239,000	11,239,000
FTEs	151	151	151
Selected Performance Measures and Targets:	**2001/02 (est)**	**2002/03 (target)**	**2003/04 (target)**
Employment Standards Complaints Backlog	512 to Feb 28/01	Maintain or reduce current levels.	

Business Area: Workers Compensation **Specific Program Area:** Workers Compensation Review Board **Associated Goal:** Appropriate and effective systems are in place to facilitate healthy, safe workplaces **Associated Objectives:** Accessibility to timely service regarding workers compensation appeals to the Workers' Compensation Review Board (WCRB)			
Dollars	15,667,000	15,667,000	15,667,000
FTEs	162	162	162
Selected Performance Measures and Targets:	**2001/02 (est)**	**2002/03 (target)**	**2003/04 (target)**
WCRB appeals intake (and % change from previous year)	15,906 Up 10%	16,701 Up 5%	16,701 0% change
WCRB undecided inventory/backlog (and % change from previous year)	22,329 Up 23%	24,660 Up 10%	24,251 Down 2%

NOTE: *Expansion funding was conditionally approved to help the WCRB address its backlog near the end of the 2000/01 fiscal year. However, this funding was approved to meet an appeals intake level of 14,000 per year. The WCRB is now forecasting growth in the intake levels for 2001/02 and 2002/03.*

APPENDICES

Appendix 1
Programs/Actions

MINISTRY BRANCHES

Collective Agreement Arbitration Bureau

- provides expedited resolution of grievances and disputes during the term of a collective agreement
- appoints arbitrators to hear and determine grievance arbitrations
- assigns Settlement Officers to resolve disputes

Communications Branch

- provides communications planning to support government and ministry corporate objectives, and ministry program and policy development
- develops, implements and evaluates all ministry communications materials and strategies
- takes a leading role in anticipating ministry issues and ensuring accurate and effective responses to stakeholders, the news media, and the public

Employers Advisors

- provides employers with advice and assistance regarding the interpretation and administration of the *Workers Compensation Act* or any decisions or regulations made pursuant to it

Employment Standards Branch

- administers and enforces the *Employment Standards Act*, which includes answering employer and employee inquiries, receiving and investigating complaints and mediating or ordering appropriate action
- administers and enforces the *Skill Development and Fair Wage Act*
- investigates applications for certifications and decertifications and other matters on behalf of the Labour Relations Board
- mediates settlement agreements on behalf of the Collective Agreement Arbitration Bureau

Gaming Policy Secretariat

- oversees and coordinates the development, management and implementation of government gaming policy
- coordinate policy and operational issues between various gaming agencies
- provides appropriate and sound policy advice and support to the Minister responsible for gaming
- conducts research on gaming issues and monitors the gaming industry to identify emerging trends and issues, both within British Columbia and in other jurisdictions.

Labour Policy and Program Development Branch

- provides labour related information and analysis and corporate services to the Minister and ministry executive.
- develops labour legislation, regulations, and legislative and regulatory amendments

Labour Relations Division

- liaises with independent labour agencies such as the Labour Relations Board, the Workers Compensation Review Board, Industry Training and Apprenticeship Commission and the Employment Standards Tribunal
- provides mediation, negotiation and facilitation services for specific labour disputes on behalf of government when requested

Labour Programs Division

- coordinates and oversees the activities of the Employment Standards Branch, Pension Standards Branch, Labour Policy and Program Development Branch, Financial Operations Branch, Collective Agreement Arbitration Bureau, and Workers' and Employers' Advisors Branches.
- liaises with the Workers' Compensation Review Board.

Management Services Division

- provides corporate support services to the Ministry of Labour (as well as to the Ministries of Education and of Advanced Education, Training and Technology), including: financial and administrative services; freedom of information and protection of privacy advice and support; information management; and human resources services.

Pension Benefits Standards Branch

- administers and enforces the *Pension Benefits Standards Act*
- monitors BC pension plans for compliance, including annual review of plans
- responds to inquiries from pension plan sponsors, members, managers and other interested parties

Workers Advisors

- provides advice, assistance and representation to injured workers and their dependents on complex appeal and claims issues relating to the *Workers Compensation Act*
- provides training to professional associations and unions on workers compensation processes and procedures
- provides input to the Workers Compensation Board on policy and practice issues

INDEPENDENT AGENCIES

BC Lottery Corporation

- conducts and manages lottery games, electronic and linked bingo and casino gaming within BC
- cooperates with other provinces in the conduct and marketing of national and regional games.

BC Gaming Commission

- licenses and regulates charitable gaming including bingos, social occasion casinos, and raffles
- administers the Direct Charitable Access program
- distributes the provinces annual charity guaranty
- audits and inspects gaming organizations and events to ensure compliance with established policy and procedures.

BC Racing Commission

- administers and regulates horse racing in BC
- licenses service providers and workers in the horse racing industry
- assigns race days
- administers the Horse Racing Improvement Fund

Employment Standards Tribunal

- acts as an independent tribunal at arm's length from the Employment Standards Branch, providing dispute resolution regarding the application and interpretation of the *Employment Standards Act* and *the Skill Development and Fair Wage Act*
- hears and decides appeals regarding determinations made by the Employment Standards Branch
- hears applications and makes recommendations regarding exclusions from the *Employment Standards Act*

Industry Training and Apprenticeship Commission

- administers legislation governing the apprenticeship and entry level trades training systems
- integrates education and training systems to ensure a smooth transition from school to work

Labour Relations Board

- provides mediation services to parties engaged in the collective bargaining process
- as an administrative tribunal, adjudicates disputes arising out of the *Labour Relations Code* between employers and workers

Workers Compensation Board

- provides workers compensation services including income replacement and vocational rehabilitation to workers who have been injured or who suffer from an occupational disease
- develops and enforces workplace health and safety regulations in the province
- administers the *Criminal Injury Compensation Act* on behalf of the Ministry of Attorney General

Workers Compensation Review Board

- a quasi-judicial body, independent of the Workers Compensation Board (WCB) that hears appeals of decisions of the WCB

Appendix 2
Legislation

Legislation for which Ministry is currently responsible:

Barbers Act

Cosmetologists Act

Employment Standards Act

Fire and Police Services Collective Bargaining Act

Fire Department Act

Fishing Collective Bargaining Act

Horse Racing Act

Industry Training and Apprenticeship Act

Labour Relations Code

Lottery Act

Lottery Corporation Act

Ministry of Labour Act (except provisions re gas safety, electrical safety, elevating devices, boiler & pressure vessels)

Pension Benefits Standards Act

Skills Development and Fair Wage Act

Workers Compensation Act (except s. 3 (6))